

5 FAH-2 H-640 INTERNATIONAL VOICE GATEWAY

(CT:TEL-34; 10-10-2012)
(Office of Origin: IRM/BMP/GRP/GP)

5 FAH-2 H-641 DESCRIPTION

(CT:TEL-34; 10-10-2012)
(Uniform all agencies)

The International Voice Gateway (IVG) is a private international telephone network directly linking the Department of State with posts abroad. It provides a cost-effective, U.S. Government-controlled telephone service for foreign affairs agencies. The central switch, located in the Beltsville Information Management Center (BIMC), supports call processing between domestic and international locations using a Uniform Dial Plan and IVG trunks provided by the Diplomatic Telecommunications Service-Program Office (DTS-PO). The IVG service is a coordinated effort between the Department's Telecom, Wireless, and Data Services Division (TWD), DTS-PO and FPT. TWD manages the hardware and provisioning of the IVG Private Branch Exchange (PBX). DTS-PO and FPT manage the hardware that connects their respective networks to the IVG PBX and to the Post PBX. DTS-PO contracts for and manages the actual WAN circuitry between BIMC and a Post.

5 FAH-2 H-641.1 IVG Subscriber Selection Criteria

(CT:TEL-34; 10-10-2012)
(Uniform all agencies)

The DTS-PO provides IVG connectivity to subscribers as part of a general communications upgrade, or as a separate IVG service task. The overall objective in managing the IVG and selecting subscribers is to provide voice service when economically feasible to reduce long distance service expenditures.

5 FAH-2 H-641.2 Initiating IVG Service

(CT:TEL-34; 10-10-2012)
(Uniform all agencies)

- a. A funded Telecommunications Service Request (TSR) must be submitted to TWD to add or delete IVG services. Post are not required to request IVG service from DTS-PO. IVG service is automatically provided to all Posts meeting the criteria outlined in paragraphs b and c below.

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- b. The DTS-PO provides voice services to all diplomatic sites that have the appropriate equipment and bandwidth to handle IVG, Station Directed Tie Line (SDTL), and Voice over IP (VoIP) services. Currently, bandwidth for IVG services is not chargeable, and is provided as part of the standard Foreign Affairs SBU Transport Network (FASTNet) infrastructure. The number of simultaneous voice connections between the FASTNet Voice Gateway and the Post is based on the bandwidth capacity of the largest DTS-PO aggregate (terrestrial or satellite) contracted for each Post (8 connections for less than 2Mbps; 16 connections for 2-4 Mbps; and 24 connections for more than 4 Mbps).
- c. Please note that IVG services are only delivered using DTS-PO's FASTNet.

5 FAH-2 H-641.3 Usage Fees

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(Uniform all agencies)

Currently, intra-IVG network calls do not incur a usage fee. However, IVG originated calls connected to the public switched telephone network (PSTN) and destined for toll free numbers or the Washington, DC metropolitan area (defined as all of the numbers in area code 202; most of the numbers in area codes 301, 571, and 703; and some of the numbers in area codes 240, 410, and 443) incur a message unit charge of approximately \$0.07 per call. IVG originated calls connected to the PSTN and destined for domestic or international long distance (any calls outside the caller's own area code) require the use of a caller provided billing arrangement (i.e., a calling card, credit card, calling collect, etc.).

5 FAH-2 H-641.4 IVG Calls

5 FAH-2 H-641.4-1 Domestic Long Distance IVG Calls

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(Uniform all agencies)

- a. A domestic long distance IVG call is one that originates and terminates in the United States, including calls from Beltsville to DC (All IVG calls, even those placed from embassies abroad, originate in the United States, because the Beltsville switch provides dial tone). Users must charge all domestic IVG calls to a caller provided billing arrangement (i.e. a calling card, credit card, calling collect, etc.).
- b. Posts request vendor contracted calling cards telegraphically from their regional bureaus. Regional bureaus order the calling cards from *IRM/OPS/ENM/TWD* and forward them to posts. Posts should order separate cards for various State offices at the mission, i.e., one for the executive office, one for political, admin, etc. Each post will receive a monthly telecommunications service statement

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(TSS) with call detail reporting. The TSS will contain itemized billing information for each calling card at post, including card number, number dialed, time and cost of the call.

- c. Non-State agencies at posts should request calling cards from their agency headquarters and will be billed separately based upon the parent agency procedures.

5 FAH-2 H-641.4-2 International IVG Calls

(CT:TEL-34; 10-10-2012)

(Uniform all agencies)

- a. For International IVG calls, which terminate outside the IVG network and outside the U.S. Department of State, IVG users must charge all official international calls to a vendor contracted calling card.
- b. Posts request vendor contracted calling cards telegraphically from their regional bureaus. Regional bureaus order the calling cards from *IRM/OPS/ENM/TWD* and forward them to posts. Posts should order separate cards for various State offices at the mission, i.e., one for the executive office, one for political, admin, etc. Each post will receive a monthly telecommunications service statement (TSS) with call detail reporting. The TSS will contain itemized billing information for each calling card at post, including card number, number called, time and cost of the call.
- c. Non-State agencies at posts should request international calling cards from their agency headquarters and will be billed separately based upon the parent agency procedures.

5 FAH-2 H-642 INTERCONNECTIVITY

(CT:TEL-34; 10-10-2012)

(Uniform all agencies)

The IVG network connects the Department's internal telephone system (See 5 FAH-2 H642.1) to PBX telephone systems abroad. Each post has a unique access number to enable direct PBX-to-PBX dialing.

5 FAH-2 H-642.1 Department of State Metropolitan Area Network/Wide Area Network (MAN/WAN) (Voice)

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(Uniform State/USAID)

The Department's MAN/WAN is a voice network connecting the IVG central switch at Beltsville to the Department, Washington, DC area annexes, and other facilities

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in Fort Lauderdale, FL; Portsmouth, NH; Charleston, SC; and the U.S. Mission to the United Nations (USUN) New York.

5 FAH-2 H-642.2 Domestic Long Distance, Frame Relay, Point-to-Point Contracts

(CT:TEL-34; 10-10-2012)

(Uniform all agencies)

An approved vendor contract provides for a dedicated telephone network used exclusively by U.S. Government agencies for official domestic long distance calls, frame relay service, and point-to-point dedicated transmission service. Contact TWD for information about the current Department approved vendor.

5 FAH-2 H-642.3 Other Telecommunications Services

(CT:TEL-34; 10-10-2012)

(Uniform all agencies)

The current General Services Administration (GSA) approved contract includes a full suite of telecommunications services to U.S. Government agencies in the National Capital Region (NCR) on a time and materials contract basis. Contact TWD for additional NCR information about the current Department approved vendor.

5 FAH-2 H-642.4 Government Emergency Telecommunications Service (GETS)

(CT:TEL-34; 10-10-2012)

(State only)

GETS was developed under White House tasking to provide enhanced caller capabilities for National Security/Emergency Preparedness (NS/EP) calls. GETS is administered by the Defense Information Systems Agency with service accorded to the 23 National Security Council member agencies.

5 FAH-2 H-642.5 Defense Switched Network (DSN)

(CT:TEL-34; 10-10-2012)

(DOD only)

DSN is a telecommunications network of interconnected PBXs administered by the Department of Defense for use by elements of the armed forces, domestically and abroad.

5 FAH-2 H-642.6 Defense RED Switch Network (DRSN)

(CT:TEL-34; 10-10-2012)
(DOD only)

The mission of the DRSN is to provide the National Command Authority (NCA), the National Military Command Center (NMCC), Combatant Commander Command Centers, Warfighters, and other critical DoD and federal activities with reliable, secure, interoperable C2 and crisis management capabilities.

5 FAH-2 H-642.7 RED Switch

(CT:TEL-34; 10-10-2012)
(State only)

The Red Switch is a telecommunications network of interconnected PBXs administered by the Department to provide the Secretary of State with a means of Secure Communication to high ranking government officials in both CONUS and abroad 24-hours, 7 days per week, elements of the armed forces, domestically and abroad. The Red Switch provides interoperability between government agencies and departments, it provides timely and secure communications during times of national crisis (e.g. 9/11), worldwide diplomatic humanitarian efforts (e.g. Tsunami) and for important routine government business. It also provides secure, immediate, clear worldwide communications coverage for the Secretary of State, Ambassadors, Diplomats, Principals, and Posts, with the President, White House and Cabinet Level Officials, and other State Department entities and Senior Principals.

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